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ABSTRACT

This book, emphasizing service to users, includes 10 chapters by different librarians who have had experience as practitioners. Chapters are: (1) "Avoiding the Seven Deadly Sins, or Technology and the Future of Library Service in Academic Libraries" (Michael Gorman); (2) "The Gateway Library: Rethinking Undergraduate Services" (Lizabeth A. Wilson); (3) "Collection Development in Transition" (Stephen E. Atkins and Patricia F. Stenstrom); (4) "Cataloging: A Case Study of Self-Imposed Obsolescence" (Patricia F. Stenstrom); (5) "Reference: Putting Users First" (John C. Stalker); (6) "Interlibrary Services from Both Sides of the Desk" (Richard M. Dougherty and Juliet Williams); (7) "Value-Added Access Services" (Lynn Wiley and John Harer); (8) "Toward Self-Sufficient Users: Helping Patrons Learn To Use Information Resources Independently" (Stephen J. Smith and Dale S. Montanelli); (9) "Service-Oriented Personnel" (Patricia A. McCandless); and (10) "It's Only Money: Financial Resources in the User Centered Library" (Dale S. Montanelli). All the chapters stress the interdependence of the formerly discrete functional units in meeting user information needs. Contains an index. (AEF)

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